**Thornbury Holiday Park**

**COVID-19 Guidelines**

Updated 19th May 2021

The world is a very different place since the Coronavirus pandemic, we have thought long and hard about what measures we need to put in place to ensure the safety of all of our guests. We want to reassure you that you can have confidence when booking a stay with us. The health of our guests is paramount.

Devon is an ideal location with so much clean air and open spaces. Our holiday park has just 5 self-catering lodges set in 8.6 acres so there is plenty of outdoor space to ensure social distancing.

We pride ourselves in our high levels of cleanliness. Our standards have always been high and the many wonderful reviews we have received from past guest experiences reflect this. We use high quality cleaning products and you can be assured that your property with have undergone a deep clean in all areas before your arrival.

In order to re-open we have changed some of the things we do to ensure the safety of everyone at our park. **Please read through the list as some of these will affect your stay. Your agreement that you will follow our temporary new procedures and extra measures whilst on our premises is kindly requested.**

**Before you arrive**

As per Government advice, please do not travel to us if you or anyone in your party is showing any of the common symptoms of Coronavirus (ie fever, persistent cough, loss of taste or smell). We will happily re-arrange your stay for a later date.

Please ensure that you have paid your balance in full over the phone or by BACS. Our contact number is 01409 261750 to arrange this.

You will be asked to provide us with your time of arrival in order to ensure that we are waiting for you in the car park.

**Arrival**

All of our guests arrive by car and we have plenty of parking available, so please be mindful of social distancing around other guests in the car park area.

We would usually meet you in reception and give you your key. However, we will meet you in the car park and direct you to your accommodation. Your key will be in the front door of your accommodation, which will have been sanitised since the last guest.
If you are camping we will meet you in the car park and show you to your pitch.

**Your Accommodation**

The TV remote control will be placed inside a new sealed plastic bag since being sanitised after the last guest.

Un-necessary soft furnishings such as decorative cushions/bed runners/books/games and stationary have been removed to make cleaning and sanitising easier.

Our usual communal waste and recycling area is closed. We ask that when you empty your internal bin during your stay that you please tie the bag securely and leave it outside your door so that we can dispose of it.

**Our Clubhouse / Toilets & Showers**

Our on-site bar is open WED-SAT evenings from 6pm. Every Friday we have themed food nights (Woodfired Pizza / Spanish Tapas / Curry / Gourmet Burgers) Pre-booking is required for most of these events, please see our Faceboo page for full details and menus.

We are operating a one-in, one-out policy in both our toilet and shower facilities, unless you are with a family member. Please be mindful of this and only use these shared facilities with other members of your family or bubble.

**Check-out**

Before you check out, please open a window in each of the rooms in your accommodation for ventilation.

ALL rubbish and recycling should be placed outside the front door or on your pitch in bags that are tied securely (this includes all bathroom bin liners)

Labelled clear plastic bags are provided in your bedroom, we would ask that you place ALL dirty bed linen, towels, tea towels and oven gloves into the bags provided. Tie them securely and leave them outside your front door.

Your key should be placed in the box on the outside wall at reception so that we can sanitise before the next guest.

**General**

Should you feel unwell during your stay with any of the common Coronavirus symptoms (ie fever, persistent cough, loss of taste or smell) then you must notify us immediately. Consistent with Government guidance, you will be asked to check out immediately in order to self-isolate at your home address.

As many of you who have been here before, will already know, there is just two of us running Thornbury Holiday Park. We shop, cook, clean, look after the grounds and the animals!

This is also our home and these guidelines are intended to give you an overview of how we are working to safeguard the health and wellbeing of our guests and ourselves.

Should we find coronavirus on site, or one of us becomes ill or need to self-isolate, we may need to cancel your booking at short notice. In the unfortunate circumstance that this should happen, a full refund or alternate dates will be offered

Should you require any help or have any questions before your stay, please email us at thornburyholidaypark.co.uk or call us on 01409 261750 and we will be happy to assist.

We are looking forward to welcoming you back safely.

Lisa & Paul